



Between session tasks

The work you do as a MyTime facilitator outside of group time is just as important as facilitating your group and collecting data. Data entry, staying connected, and linking members with support are essential parts of your role.

Session data entry

After each session, you are required to enter information into the facilitator portal. Recording session details while they're fresh in your mind ensures accuracy and helps show the value of your work. This data:

- makes your group's efforts visible to MyTime program managers and coordinators
- contributes to program evaluation and improvement
- strengthens the case for ongoing funding.

When you enter data and information about your sessions, you ensure all the valuable work you do is visible to MyTime's managers, coordinators, and funders. This helps MyTime at every level – it builds proof that MyTime is making a difference and helps tell the story of how we're doing it. This makes the program strong and sustainable.

Tip: Refer to the [Facilitator Database Manual](#) for step-by-step instructions on entering session data.

Supporting connections between sessions

One aim of MyTime is to help parents grow and build support networks. This might be members connecting with local services, practitioners, family members, friends and other MyTime members. You can help facilitate these connections by:

- suggesting members meet up outside the group (for example, a coffee or a park playdate)
- suggesting members exchange contact details with others in similar circumstances
- letting new members know if the group has a chat group or mailing list (while keeping your professional boundaries clear – refer to your organisation's social media policy)
- suggesting members reach out to a friend or family member between sessions.

It's important to always check with members before suggesting they contact each other outside of groups. For example, you might say: "I think Sarah lives close to you and is looking for someone to meet up with at the park. Would you be OK if I suggest that she talks to you?"



You may also connect members with services and resources such as toy libraries, playgroups, or disability-specific supports.

Remember: If members set up their own social groups or chats, you should not join them. Keep your communication with members within professional boundaries and your paid work hours.

Referrals to services

Some issues members face go beyond the scope of MyTime, such as housing, financial hardship, mental health concerns, child custody issues, or family violence. In these cases, your role is to:

- listen respectfully
- suggest relevant services or resources
- link them to appropriate services.

The extent to which you can do this will depend on the time you have available, your knowledge of local services and whether the member is open to suggestions. It can help to:

- get to know your local services (you can do this as part of promoting your MyTime group)
- see if your organisation has a list of useful services or check out [AskLizzy.org.au](https://asklizzy.org.au) to help find services in your area
- have flyers or information printed out in case concerns arise
- practice what you might say to members when you need to suggest they seek support from another service.

Tip: See the ‘Safe space’ principle in the [Guiding Principles Handbook](#) for tips on suggesting members seek other support.

Always check with members before passing on their details or suggesting connections.

Linking members with another service doesn’t mean they can’t attend MyTime, or that they can’t discuss their challenges with the group. However, if you feel a topic or challenge is inappropriate for discussion in the group, you will need to step in and redirect the conversation.